Seat No.:	Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI • EXAMINATION - WINTER 2013

Subject Code: 160206						Ι	Date: 09-12-2013		
•	e: 02	Name: Quali :30 pm to 05 ::	•	gement		,	Total Marks	s: 7 0	
	1. 2. 1	Attempt all que Make suitable a Figures to the ri	ssumptions						
Q.1	(a) (b)	Discuss TQM Road Map and role of Top Management in it. Write 14 principles of TQM by Deming.							
Q.2	(a) (b)	. ,							
	(b)	Explain TQM	transition		· K			07	
Q.3	(a) (b)	Explain Customer Satisfaction Model with reference to TQM. Explain "Wall of Resistance"							
Q.3	(a) (b)	OR Explain Quality Circle Philosophy. Enlist '5S' and Explain Implementation of '5S'							
Q.4	(a)	Discuss relationship between quality and cost? Classify it, and Explain internal failure cost.							
	(b)	Explain FME	A.	O	R			07	
Q.4	(a) (b)	Explain Poke Yoke and Zero defect model with example. Explain quality auditing with its benefits. Enlist quality certifying agencies. 07							
Q.5		Write Short-note on "OEE Model" Explain fishbone diagram with example. OR							
Q.5	(a)								
		Component Number	1	2	3	4	5		
		Time to failure (mins)	400	410	530	520	600		
	(b)	List five im	portant for	otors that	influonos	togetherne	ec in noonlo	07	

(b) List five important factors that influence togetherness in people. **07** Distinguish between a group and team.
